

11-5-2010

# Albertsons Library: A Library for the 21st Century

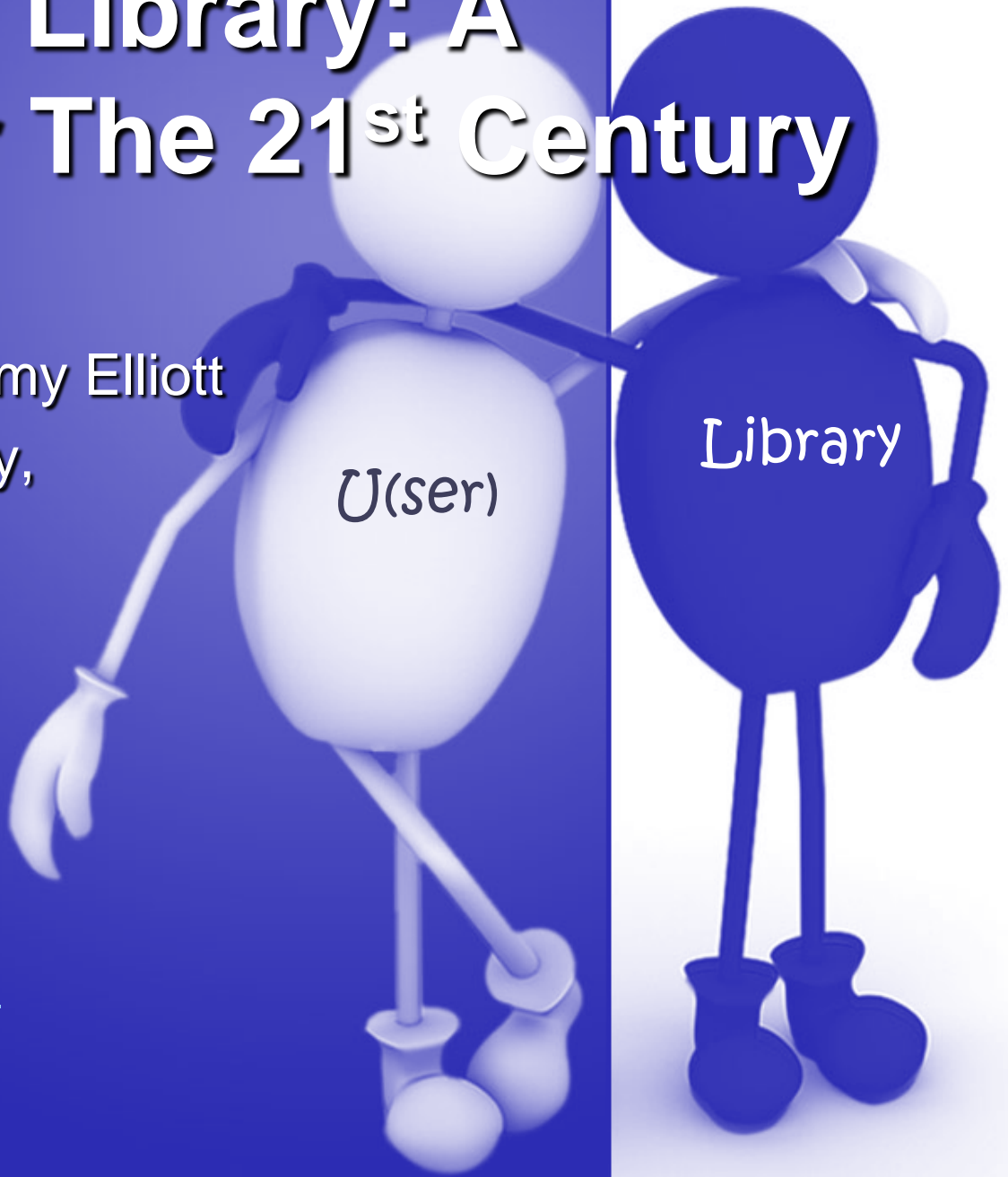
Peggy S. Cooper  
*Boise State University*

Amy M. Elliott  
*Boise State University*

# Albertsons Library: A Library For The 21<sup>st</sup> Century

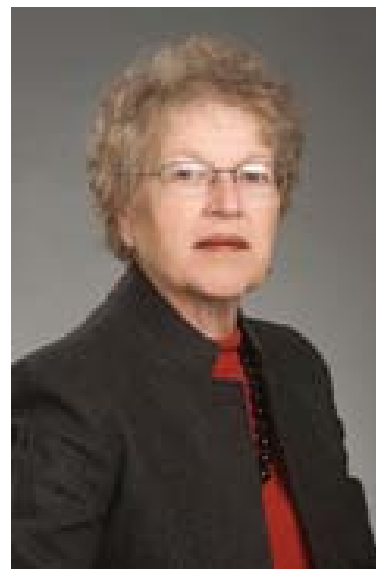
Peggy Cooper and Amy Elliott  
Boise State University,  
Albertsons Library

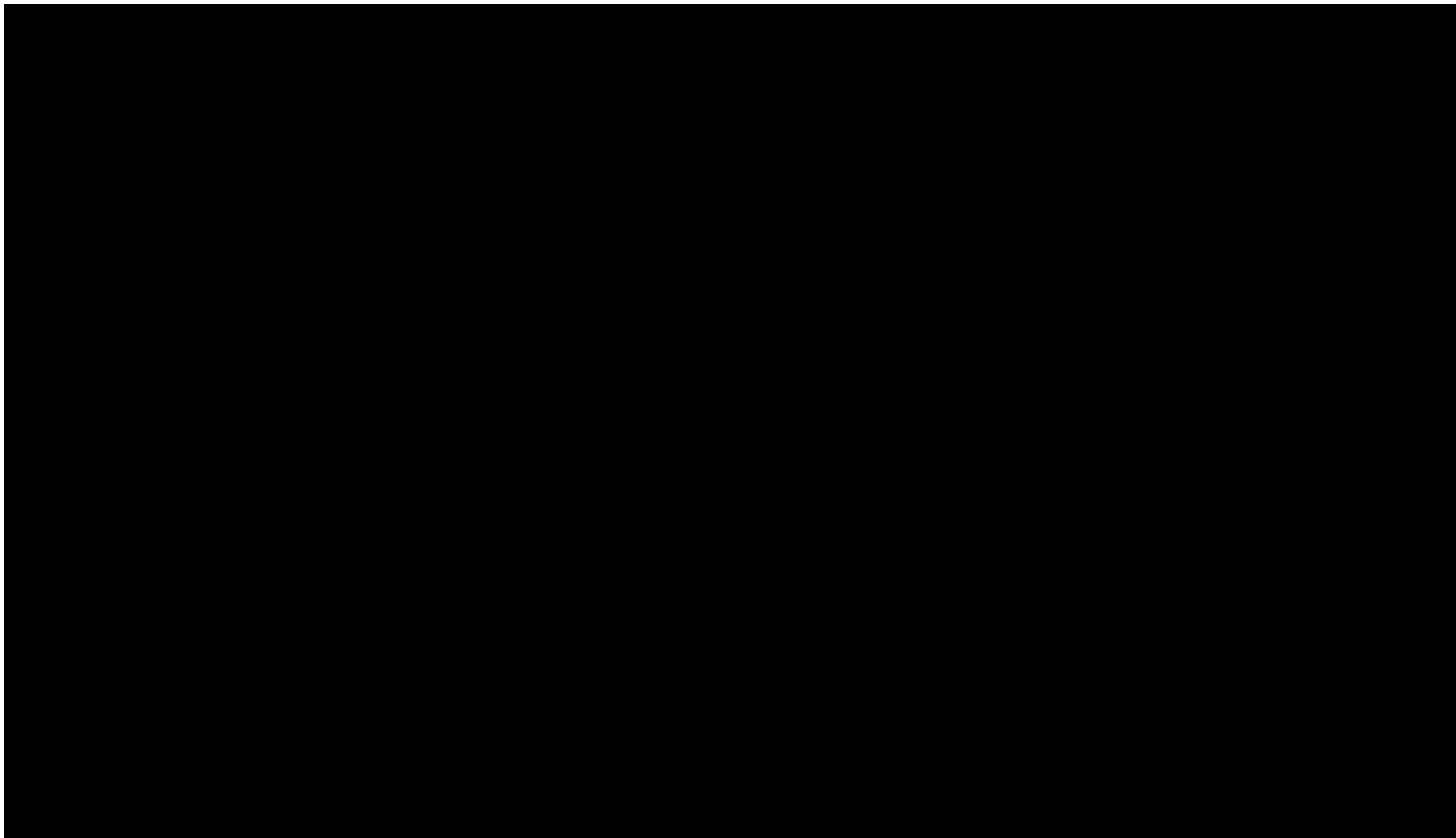
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# Introductions

- Peggy Cooper
  - Associate Dean,  
Albertsons Library
- Amy Elliott
  - Reference Librarian,  
Albertsons Library





<http://www.youtube.com/watch?v=qWNolq7rp1w>



# What Started It All At Boise State

- New President
  - “*Metropolitan Research University of Distinction*”
- New Provost
  - A Culture of Service
- New Dean, University Library
  - Active, full participant in University



# What was the Big Library Picture

“Academic libraries are currently facing their greatest challenge since the explosion in tertiary education and academic publishing which began after World War II..... Retaining and growing their customer base, and focusing more energy on meeting their customers’ expectations is the only way for academic libraries to survive in this volatile environment.”  
(pp. 662-663)

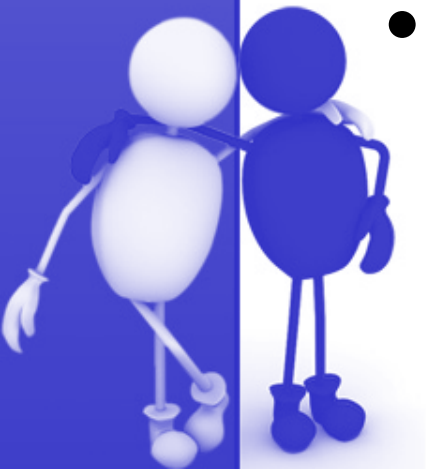
Cullen, Rowena. “Perspectives on User Satisfaction Surveys.” *Library Trends*, 49 (2002): 662-86.



# What Is A Library Culture of Service?

## It's all About U(sers)

- Engagement
- Satisfaction
- Mattering



# Collections As Service

- Yesterday was: Just in Case
  - Building a collection
  - What we think you need
  - How do we compare to our peers
- Today is: Just in Time
  - Assess to information
  - What do U(sers) need?
  - PDA, ILL Quick Circ, Suggestions
  - All faculty requests
- Tomorrow will be: Just for U(sers)
  - What might that look like?



# Just In Time Collections

- Patron driven
- Shift of staff
- Shift of collection dollars
- Restructure acquisitions
- Eliminate barriers




# Engagement + Satisfaction + Mattering = Success

- Liaisons
- Personal research “libraries”
  - <http://www.boisestate.edu/biology/hampikianoldweb/hampikian.shtml>
- Faculty author reception
- ScholarWorks
  - New faculty gallery ready when they get to campus
  - Data input by library staff



# Faculty Libraries



**Albertsons Library**

## Dr. Greg Hampikian's Library - Forensics & DNA

List of Databases	Forensic Journals	Search for a Journal
<a href="#">PubMed</a>	<a href="#">California Association of Criminalists Newsletter</a>	<a href="#">National Geographic</a>
<a href="#">ScienceDirect</a>	<a href="#">Canadian Society of Forensic Science Journal (abstracts only)</a>	<a href="#">Nature</a>
<a href="#">Web of Science</a>	<a href="#">Forensic Examiner</a>	<a href="#">New Scientist</a>
<a href="#">MedLine</a>	<a href="#">Forensic Science Communication</a>	<a href="#">New York Times</a>
<a href="#">LexisNexis</a>	<a href="#">Forensic Science International</a>	<a href="#">Newsweek</a>
	<a href="#">Forensic Science International Genetics</a>	<a href="#">PNAS</a>
	<a href="#">Forensic Science Review</a>	<a href="#">Science</a>
	<a href="#">Forensic Toxicology</a>	<a href="#">Science News</a>
	<a href="#">Forensics and Legal Medicine (Jnl of Clinical Forensic Medicine)</a>	<a href="#">Time</a>
	<a href="#">International Journal of Legal Medicine</a>	
	<a href="#">Internet Journal of Forensic Science</a>	
	<a href="#">Journal of Forensic Sciences</a>	
	<a href="#">Legal Medicine</a>	
	<a href="#">Science and Justice</a>	

**Albertsons Library**

**Interlibrary Loan**

**Barbara Glackin Liaison**  
(208)426-5902  
2nd floor L217C

**Faculty Information**

**Graduate Student Information**

**Innocence Project**

**Materials & Energy**

**Population Genetics**

**Biology Subject Guide**

**Menu**

pubmed: dna and forensics an...

[Rapid multi-locus sequence typing using microfluidic biochips.](#)

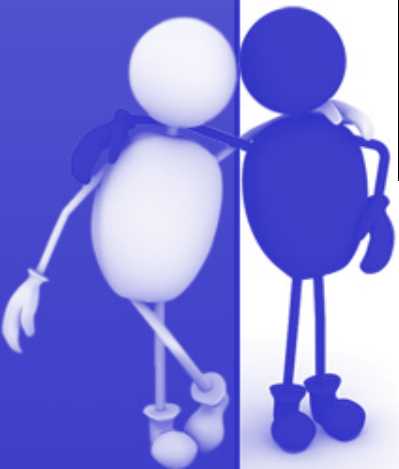

[Related Articles](#)

Rapid multi-locus sequence typing using microfluidic biochips.

PLoS One. 2010;5(5):e10585

Authors: Read TD, Turingan RS, Cook C, Giese H, Thomann UH, Hogan CC, Ten E, Selden RF

[Options](#) [SpringWeb](#)



“Overall, the library is fantastic! Couldn't ask for more!”  
~Undergraduate, Communication

“This library simply rocks!!!”  
~Faculty, Psychology

“I love our library.”  
~Faculty, Kinesiology

“I love everything the library provides.”  
~Undergraduate, Art

“The library always has what I need.”  
~Undergraduate, Early Childhood Education



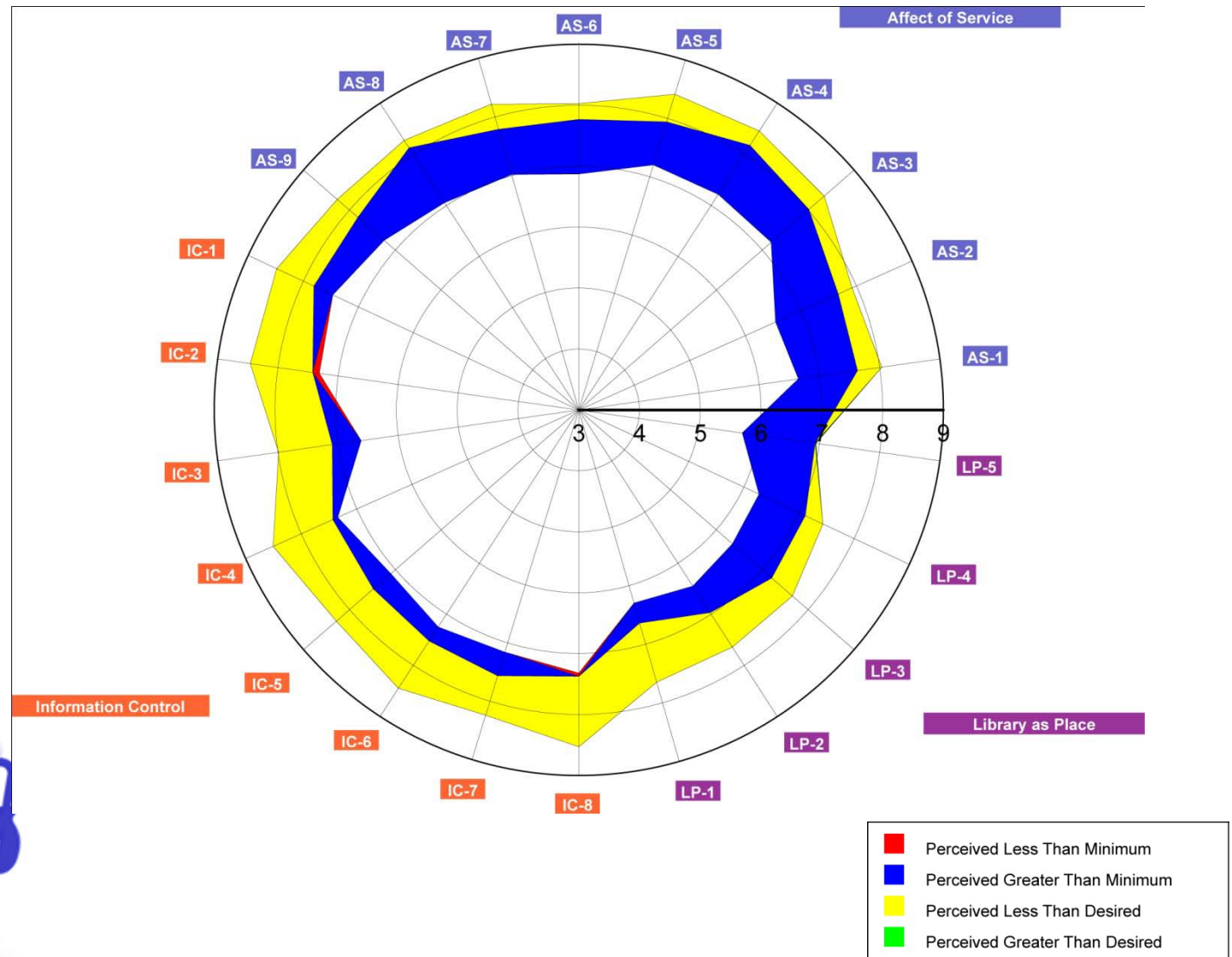


# U(sers) Matter

- What matters to U matters to us
- We have to ask U & listen to U
  - Liaisons
  - LibQual
    - <http://library.boisestate.edu/libqual/2010/statistics.pdf>
  - Focus Groups



# Asking U(sers)



# Listening to U(sers)

“I can’t ask students to perform because we don’t have essential eighteenth-century archival databases like ECCO and the Burney Collection”

~ Faculty, English



# Hearing U(sers)

- Textbooks
  - We don't provide textbooks?????
- Faculty Requests
  - Purchasing all faculty requests
  - Pending List (ECCO)
- Patron Driven Acquisitions
  - Interlibrary Loan
  - Suggestions
- More Full Text
  - Ebooks, started with reference & health science



# Engaging U(sers)

- Ebooks Project
  - Library, College of Social Work, Provost
- Safari Online
  - Library, OIT
- LIB 101 / ENG 101
  - Library Liaisons, English Faculty



# Is it working?

- October 2010 2<sup>nd</sup> year faculty lunch
- Kudos to specific programs, services, people:
  - “Responsive library – excellent liaison – purchased all resources requested\*”



# Was It Worth It?

“The library staff is, frankly, heroic in its efforts to help researchers here.”

~Faculty, Communication

“When I consider the ways that individuals and institutions such as BSU have been impacted by the economy the past several years I am very impressed with the way that the Albertson library has continued to provide such a high level of service. It begins with committed employees...”

~Faculty, Special Education (K-12)



“Our librarians are superb, and Barbara Glackin walks on water... Barbara and her colleagues have created the best Library in the United States at Boise State !!!”

~Faculty, Social Work

